



## AGENDA

Session 1	Welcome!
Session 2	Identifying Perceptions of the Audience
Session 3.1	Mini Wall to Wall
Session 3.2	Introduction to Person-centered Care
Session 3.3	My Ideal Caregiver
Session 4.1	The Picture of Abuse
Session 4.2	Reporting
Session 5.1	Factors that Trigger Abuse
Session 5.2	Handling Employee Interactions
Session 5.3	Putting It All Together
Session 6.1	Recognizing Triggers in Myself and Others
Session 6.2	Counteracting the Triggers
Session 6.3	Active Listening
Session 6.4	De-escalation
Session 6.5	When Abuse Happens/I CARE - WE CARE
Session 7	Measuring the Change in Perceptions
Session 8	Learning Circle

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